

Position Title: PRODUCT SUPPORT SPECIALIST

1st Shift

Working primarily on site at Customer Facility in Everett, WA some time would be required in Marysville, WA but very minimal.

Job Summary:

Product Support Specialist is the liaison between C&D Zodiac and customer: coordinates and / or completes rework of C&D Zodiac aerospace parts. Must have exceptional verbal and written communication skills. Product Support Specialist maintains a good relationship with the customer and has a clear understanding of customer expectations relating to technical documentation and data. Further, he/she must effectively multi-task and schedule the timely completion of Rework and Repair, and report Back to Program Manager and engineering Groups providing reports and analysis.

Summary of Duties:

- Have an affirmative duty to protect and maintain the confidentiality of C&D Zodiac products.
- Effectively react to change and changing priorities
- Understand and carry out oral instructions.
- Read and carry out written, often complicated, instructions.
- Read work orders, scrap tickets, job lot tickets, graphs, logs, schedules.
- Read and interpret detailed prints, sketches, layouts, specifications, etc.
- Prepare detailed records or reports such as inventory records, receiving reports, operating logs, lab analyses, quantities, etc.
- Inspect, examine and observe for obvious product or equipment defects.
- Inspect, examine and observe for product or equipment defects not easily identified.
- Use measuring devices such as tapes, gauges, rules, weight scales, where reading is direct and obvious.
- Use measuring devices such as micrometers, calibrated steel tapes, calipers, etc. where precision and interpretation are required.
- Use hand power tools and non-power head tools such as hammers, wrenches, etc.
- Assemble or disassemble objects.
- Determine malfunctioning of units by observing.
- Determine nature and location of malfunction.
- Perform a journeyman craft activity.
- Plan own work activities.
- Plan, direct and coordinate work activities of others.
- Train other workers.
- Work alone, and as a member of the team
- Work with minimum amount of supervision or independently without supervision
- Work under pressure, and on several tasks simultaneously
- Work rapidly for long periods.
- Handle other tasks as assigned.

Qualifications:

ITAR governed position: Must be a US Citizen or Permanent Resident to qualify.

Ability to understand and effectively utilize databases, technical, and engineering documents including, but not limited to researching and analyzing engineering data.

Education: High school diploma or GED.

Valid Driver's License

Experience: Preferred minimum 5 years aerospace manufacturing experience

Computer Skill: Microsoft Word, Microsoft Excel, Microsoft Access, AutoCAD, PCDOCS (or equivalent).

Other Skills: Blue print and/or model based definition experience preferred.

Equal Opportunity Employer/Minorities/Female/Disability/Veterans

How to apply:

To apply for this position, obtain a C&D Zodiac application from:

The email address to send the completed application is: Outreach.CDU@zodiac aerospace.com